

Electronic Acknowledgement Receipt

EFS ID:	4868128
Application Number:	10029769
International Application Number:	
Confirmation Number:	4749
Title of Invention:	Method for implementing service desk capability
First Named Inventor/Applicant Name:	Karen E. Riley
Customer Number:	28164
Filer:	Vincent J. Gnoffo/Tina Sieczkowski
Filer Authorized By:	Vincent J. Gnoffo
Attorney Docket Number:	10022/178
Receipt Date:	26-FEB-2009
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Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	no
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File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/Message Digest	Multi Part/.zip	Pages (if appl.)
1	Miscellaneous Incoming Letter	transformamendE.PDF	41715 31dbfb7a3dd66466ba108095217b083b2e8077db	no	1

Warnings:

Information:

2		amendresponseE.PDF	759489 c98e7acabff5ed80d3369336c5246f76389fbfe	yes	18
Multipart Description/PDF files in .zip description					
Document Description		Start	End		
Amendment Copy Claims/Response to Suggested Claims		1	1		
Claims		2	14		
Applicant Arguments/Remarks Made in an Amendment		15	18		

Warnings:

Information:

Total Files Size (in bytes):	801204
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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.